Phoenix Program
Process Definition – Accounts Receivable

Process	***Collect Receivable Process***
Process Number	***AR-007***

Description of Process

PeopleSoft AR provides a variety of Correspondence and Aging processes as well as extensive online inquiries to help with collection activities. There is drilldown capability to related panels so you can view individual customer and item details.

The *Customer Item Inquiry* panel group provides a wealth of functionality to access this information. You have the ability to analyze the whole customer profile at both summary and detail level information. The *Items* panel is similar to a worksheet in that you can build it using dynamic columns to present Receivables data in any order required.

The *Conversation* panels allow you to add and review notes from past calls to a customer. You can add multiple conversations and specify dates for review.

Prior to requesting Aging, Statements and Follow-up Letters, agency users will need to ensure that customer balances have been updated via the Receivable Update (nightly processing).

Aging

- The Aging process categorizes open items by calculating how overdue they are according to different user defined Aging profiles and customer parameters specified in the Aging Run Control. PeopleSoft provides delivered reports to track overdue items.

Statements

- Statements will be used to report on the customer's open items.
- The user can review the Statements online through the Inquire 1 menu.

Follow-up Letters

- The letters are generated by Microsoft Word for Windows macro that performs a mail merge with predefined templates.
- The user can use the Word templates the system delivers, modify the template, or create their own.
- To prepare for generating follow-up letters, letter codes must be created. An SQR is run to create a data extract file for each letter code.

Dunning Letters – Post Production

Input to Process

Posted Items.

Output of Process

Completed Statements and Letters.

Service Level Agreement Required? (if yes, provide a brief description)

PeopleSoft Panel Groups being Used

Function	Panel Group
Process	Aging
	Application Engine
Process	Statements

Business Process Description

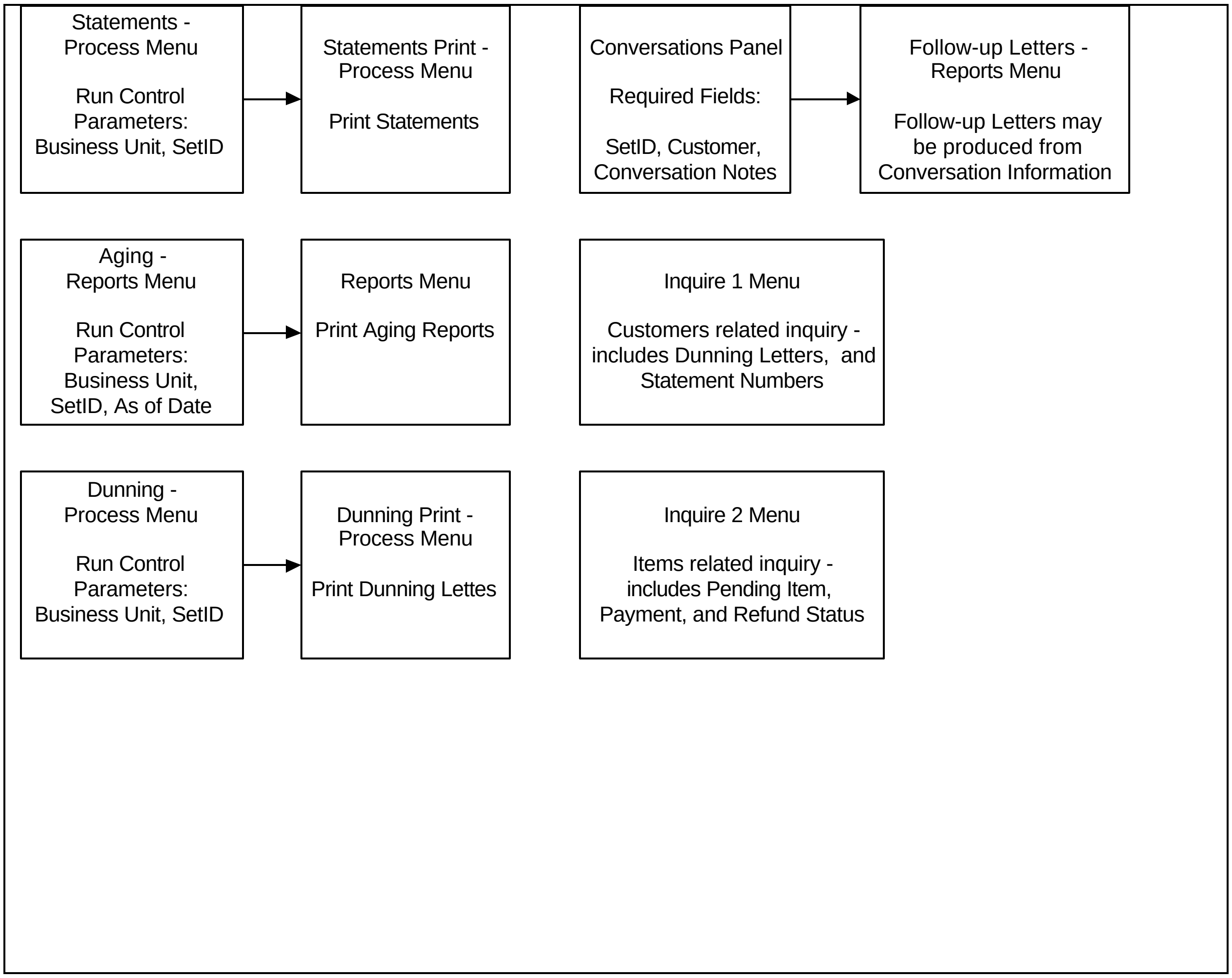
Process Description	Responsibility (Agency/Centralized)
Step 1 Aging: Creating an Aging Request The user specifies a Run Control ID for the Aging process for their Business Unit	Agency
Step 2 Aging: Creating an Application Engine Request Specify the same Run Control ID as you use on the Aging Request Panel. The Process Frequency defaults from the value that you entered on the Aging Request Panel.	Agency
Step 3 Aging: Applying Chunking as Aging The user can request aging by Business Unit or by chunking the customers. The Chunking method lets the user specify what group of customers they want to process. This process is created in the Application Engine.	Agency
Step 4 Aging: Narrowing the Scope of Aging Limiting the number of customers that will age by overriding parameters set up on the Aging Request Panel. You can enter single parameters or combine various parameters to limit processing.	Agency
Step 5 Aging: Nightly Processing	FSS
Step 1 Statements: Set up Correspondence Options On the Correspondence Customers Panel, there are options to choose what particular customer and address the user will use for the statement.	Agency
Step 2 Statements: Control M sets up the Statement Process	FSS
Step 3 Statements: Format Statements The Remit To address used on the statements is defaulted on the Establish Business Unit Panel. Specify and define conditions to be included or excluded from statements in the Statement Panel.	Agency
Step 4 Statements: Set the Parameters The user will set the parameters (SetID, Customers ID, Correspondence ID, and/or Statement Group) to limit the processing for the statement.	Agency
Step 4 Statements: Nightly Processing	FSS

Step 1 Follow-up Letters: Letter Codes The user will insert letter codes on the Conversations or Conversation Detail panels before running SQR to extract the data.	Agency
Step 2 Follow-up Letters: Run SQR The SQR retrieves data from the database that is not marked "Letter Done" and creates data extract files in the TEMP directory defined in the macro. The conversion records are then marked "Letter Done", so the SQR will not retrieve them again.	Agency
Step 3 Follow-up Letters: Merge the Data Extract Files into a Follow-up Letter Template The user can use either the Control M or Word for Windows to run a macro to merge the data into the template.	Agency
Step 4 Follow-Up Letters: Customize the Follow-up Letters The user can customize the follow-up letter to fit their agency.	Agency

Forms Used with Process (#)

**Attach sample form(s)

Process Flow Diagram (if appropriate):



Process Signoff

Tested By
Date Tested